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IN THE UNITED STATES ELECTED OFFICE
OF THE UNITED STATES PATENT AND TRADEMARK OFFICE
UNDER THE PATENT COOPERATION TREATY-CHAPTER II

5 APPLICANTS: Reinhard Knitl et al. DOCKET NO: P98,3211
SERIAL NO: GROUP ART UNIT:
EXAMINER:
INTERNATIONAL APPLICATION NO: PCT/DE97/01730
INTERNATIONAL FILING DATE: 13 August 1997
10 INVENTION: **METHOD FOR INCORPORATING FUNCTIONS OF AN
AUTOMATIC CALL DISTRIBUTION SYSTEM INTO AN
INTERACTIVE VOICE ANSWERING SYSTEM**
15 Assistant Commissioner for Patents,
Washington, D.C. 20231

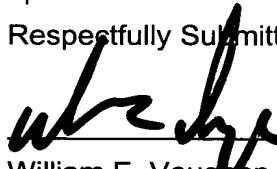
INFORMATION DISCLOSURE STATEMENT

20 In accordance with the provisions of 37 CFR §1.56, Applicants request that citation and examination of the references listed on Form PTO-1449, copies of which are enclosed herewith in accordance with 37 CFR §1.98, be made during the course of examination of the above-identified application for United States Patent.

Document AQ, German DE 195 35 540 C1 is directed to a call handling method for a communication system with ACD devices and which uses automatic call back one the devices becomes free.

25 Applicants respectfully submit that the claimed invention is distinguishable and non-obvious over the enclosed references, taken singly or in combination. Accordingly, early consideration and allowance of the application, including the claims, are hereby requested.

Respectfully Submitted,

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